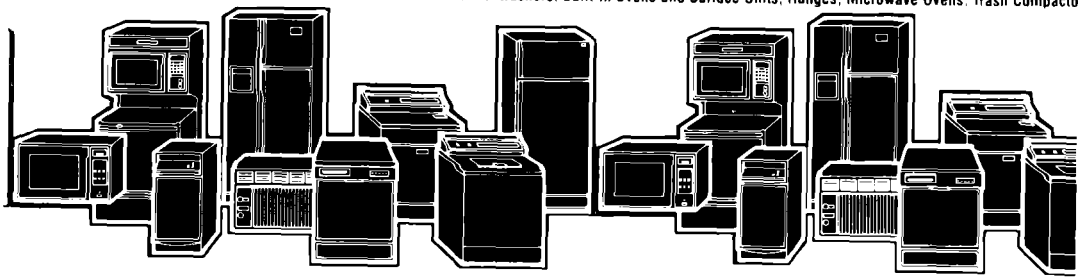
# use&care guide

Whirlpool

# ELECTRIC RANGE

**Model RF3165XW**

ashers, Clothes Dryers, Freezers, Refrigerator-Freezers, Ice Makers, Dishwashers, Built-In Ovens and Surface Units, Ranges, Microwave Ovens, Trash Compacto



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# Before you use your range

**You are responsible for:**

- Reading and following all safety precautions in this Use and Care Guide and the Cooking Guide.
- Installing and leveling the range on a floor strong enough to support its weight, and where it is protected from the elements. (See the Installation Instructions.)
- Making sure the range is not used by anyone unable to operate it properly.
- Properly maintaining the range.
- Using the range only for jobs expected of a home range.
- Making sure the range is secured by a properly installed anti-tip bracket, with a rear leveling leg positioned under bracket.

Remove the Consumer Buy Guide label. It will be easier to remove before the range is used. To remove any remaining glue:

- Rub briskly with thumb to make a ball, then remove.

  or

- Soak area with liquid hand dishwashing detergent before removing glue as described above.

Do not use sharp instruments, rubbing alcohol, flammable fluids or abrasive cleaners. These can damage the finish. See "Important Safety Instructions" on page 3.

# IMPORTANT SAFETY INSTRUCTIONS

**⚠WARNING** **To reduce the risk of fire, electrical shock, injury to persons, or damage when using the range, follow basic precautions, including the following:**

- Read all instructions before using the range.
- Install or locate the range only in accordance with the provided Installation Instructions. It is recommended that the range be installed by a qualified installer. The range must be properly connected to electrical supply and grounded.

- To reduce the risk of tipping of the appliance, the appliance must be secured by a properly installed anti-tip bracket. To check if the bracket is installed properly, remove the storage drawer (see page 14) and verify that the anti-tip bracket is engaged.
- Do not use the range for warming or heating the room. Persons could be burned or injured, or a fire could start.
- Do not leave children alone or unattended in area where the range is in use. They should never be allowed to sit or stand on any part of the range. They could be burned or injured.
- Do not wear loose or hanging garments when using the range. They could ignite if they touch a hot surface unit or heating element and you could be burned.
- Do not repair or replace any part of the range unless specifically recommended in this manual. All other servicing should be referred to a qualified technician.
- Do not store flammable materials in or near the range. They could explode or burn.
- Do not use water on grease fires. Never pick up a flaming pan. Smother flaming pan on cooktop by covering with a well-fitted lid, cookie sheet or flat tray. Flaming grease outside of pan can be extinguished with baking soda or, if available, a multipurpose dry chemical or foam-type extinguisher.
- Use only dry potholders. Moist or damp potholders on hot surfaces may result in burns from steam. Do not let potholder touch hot heating elements. Do not use a towel or bulky cloth for a potholder. They could catch on fire.
- Select a pan with a flat bottom that is about the same size as the surface unit. If pan is smaller than the surface unit, some of the heating element will be exposed and may result in the igniting of clothing or potholders. Correct pan size also improves cooking efficiency.
- Never leave surface units unattended at high heat settings. A boil-over could result and cause smoking and greasy spill-overs that may ignite.
- Make sure the reflector bowls are in place during cooking. Cooking without reflector bowls may subject the wiring and components underneath them to damage.
- Do not line reflector bowls with aluminum foil or other liners. Improper installation of these liners may result in a risk of electric shock or fire.
- Check to be sure glass cooking utensils are safe for use on the cooktop. Only certain types of glass, glass-ceramic, ceramic, earthenware or other glazed utensils are suitable for cooktops without breaking due to the sudden change in temperature.

**continued on next page**

- Turn pan handles inward, but not over other surface units. This will help reduce the chance of burns, igniting of flammable materials, and spills due to bumping of the pan.
- Do not soak removable heating elements in water. The element will be damaged and shock or fire could result.
- Use care when opening oven door. Let hot air or steam escape before removing or replacing food.
- Do not heat unopened containers. They could explode. The hot contents could cause burns and container particles could cause injury.
- Keep range vents unobstructed.
- Always position oven racks in desired location while oven is cool. If rack must be moved while oven is hot, do not let potholder contact hot heating element in oven.
- Do not clean door seal. It is essential for a good seal. Care should be taken not to rub, damage, or move the seal. Clean only parts recommended in this Use and Care Guide.
- Do not store things children might want above the range. Children could be burned or injured while climbing on it.
- Do not touch surface units, areas near units, heating elements or interior surfaces of oven. Surface units and heating elements may be hot even though they are dark in color. Areas near surface units and interior surfaces of an oven become hot enough to cause burns. During and after use, do not touch, or let clothing or other flammable materials contact surface units, areas near units, heating elements or interior surfaces of oven until they have had sufficient time to cool. Other surfaces of the range may become hot enough to cause burns; such as, the oven vent opening, the surface near the vent opening, the cooktop, the oven door and window.

**• FOR YOUR SAFETY •**

**DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS AND LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE. THE FUMES CAN CREATE A FIRE HAZARD OR EXPLOSION.**

**– SAVE THESE INSTRUCTIONS –**

**Thank you for buying a Whirlpool appliance. Please complete and mail the Owner Registration Card provided with this product.** Then complete the form below. Have this information ready if you need service or call with a question.

- Copy model and serial numbers from plate (behind the oven door on the oven frame) and purchase date from sales slip.
- Keep this book, the Cooking Guide and sales slip together in a handy place.

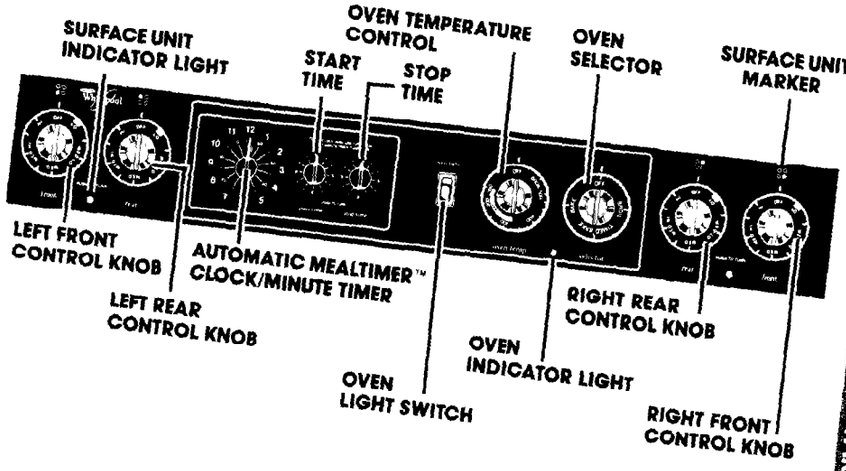
_____
**Model Number**

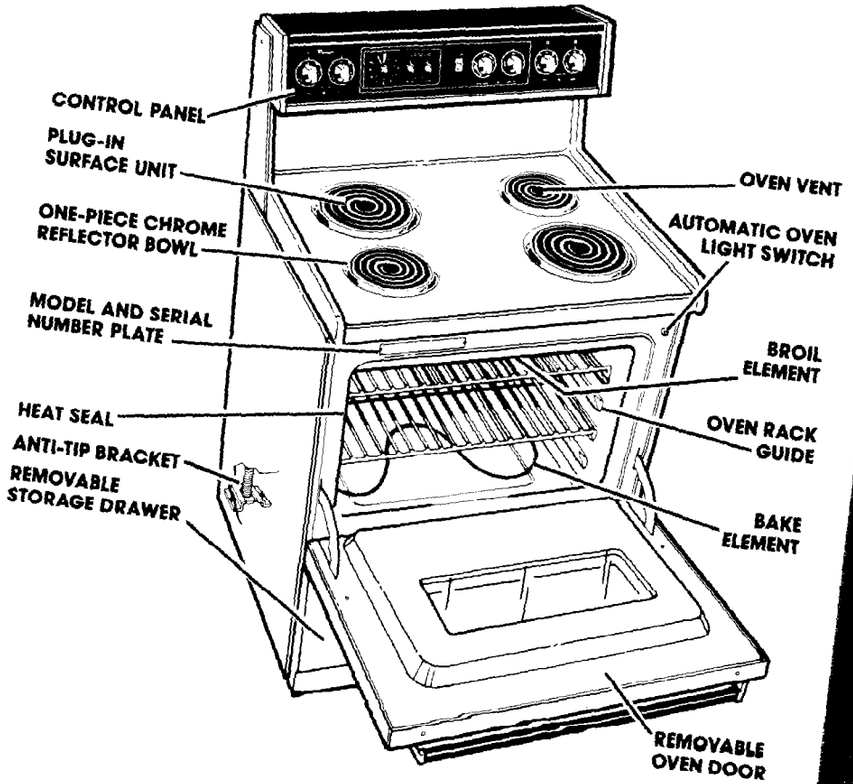
_____
**Serial Number**

_____
**Purchase Date**

_____
**Service Company Phone Number**

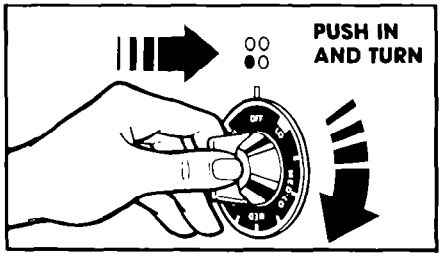
# Parts and features
## Model RF3165XW



# Using your range

## Using the Surface Units




**Control knobs must be pushed in before turning** them to a setting. They can be set anywhere between HI and OFF.

### Surface Unit Markers

The solid dot in the surface unit marker shows which surface unit is turned on by that knob.

### Surface Unit Indicator Lights

One of the surface unit indicator lights on the control panel will glow when a surface unit is on.

**⚠WARNING**

**Burn and Fire Hazard**

**Be sure all control knobs are turned to OFF and all indicator lights are OFF when you are not cooking. Someone could be burned or a fire could start if a surface unit is accidentally left ON.**

**Until you get used to the settings, use the following as a guide.** For best results, start cooking at the high settings; then turn the control knob down to continue cooking.

**Use HI** to start foods cooking; to bring liquids to a boil.

**Use MED-HI** to hold a rapid boil; to fry chicken or pancakes.

**Use MED** for gravy, puddings and icing; to cook large amounts of vegetables.

**Use MED-LO** to keep food cooking after starting it on a higher setting.

**Use LO** to keep food warm until ready to serve. Set the heat higher or lower within the LO band to keep food at the temperature you want.

Use only flat-bottomed utensils for best cooking results and to prevent damage to the cooktop. Specialty items with rounded or ridged bottoms (woks, ridged bottom canners or tea kettles) are not recommended.

**⚠WARNING**

**Burn and Product Damage Hazard**

- **If the pan is too small for the surface unit, you could be burned by the heat from the exposed section of the surface unit. Use correctly sized cooking utensils to prevent injury.**
- **If a surface unit stays red for a long time, the bottom of the pan is not flat enough or is too small for the surface unit. Prolonged usage of incorrect utensils for long periods of time can result in damage to the surface unit, cooktop, wiring and surrounding areas. To prevent damage, use correct utensils, start cooking on HI and turn control down to continue cooking.**

**See the Cooking Guide for additional utensil information.**

## Optional Canning Kit (Part No. 242905)

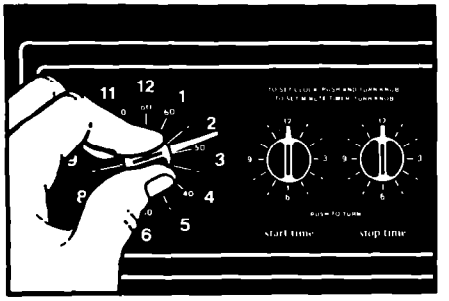
The large diameter of most water-bath or pressure canners combined with high heat settings for long periods of time can shorten the life of regular surface units and cause damage to the cooktop.

If you plan to use the cooktop for canning, we recommend the installation of a Canning Kit. Order the kit from your Whirlpool dealer or authorized Whirlpool[SM] service company.

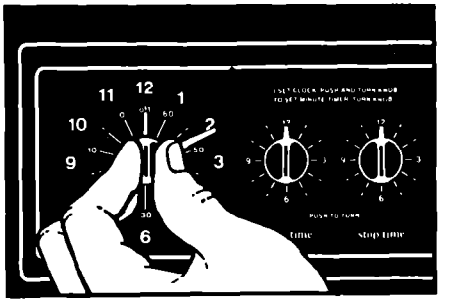
**See the Cooking Guide for additional canning information.**

## Setting the Clock

**Push in and turn the Minute Timer Knob to set the Clock.**



1. **Push in Minute Timer Knob and turn clockwise** until clock shows the right time of day.

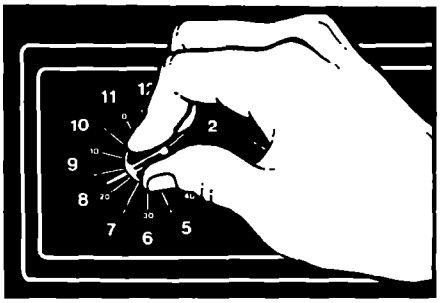


2. **Let the Minute Timer Knob pop out.** Turn clockwise until Minute Timer hand points to OFF. **The clock setting will change if you push in the knob when turning.**

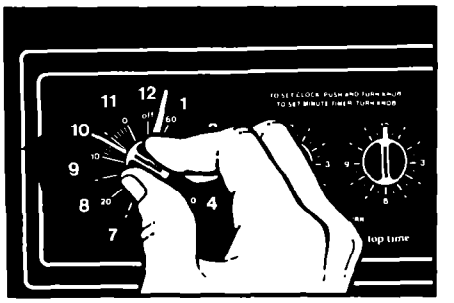
## Using the Minute Timer

The Minute Timer does not start or stop the oven. It works like a kitchen timer. Set it in minutes up to an hour. You will hear a buzzer when the set time is up.

**DO NOT PUSH IN THE KNOB** when setting the Minute Timer.



1. **Without pushing it in,** turn the Minute Timer Knob until the timer hand passes the setting you want.



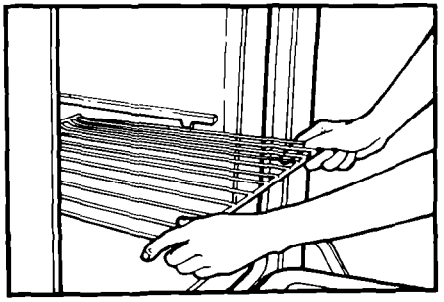
2. **Without pushing in,** turn the knob back to the setting you want.

   **When the time is up,** a buzzer will sound. To stop the buzzer, turn the Minute Timer hand to OFF.

**PUSHING IN AND TURNING THE MINUTE TIMER KNOB CHANGES THE CLOCK SETTING.**

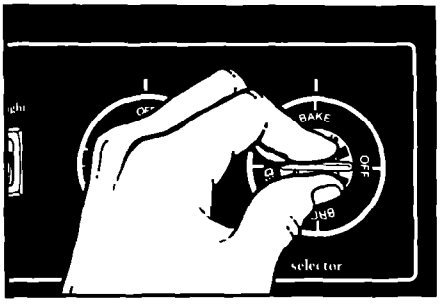
# Using the Oven Controls

## Baking

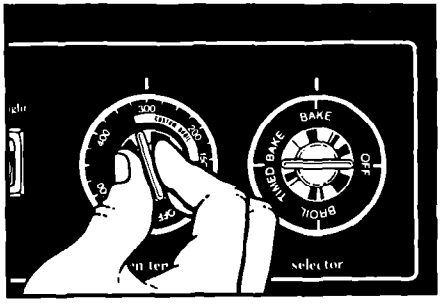


The rack(s) should be placed so the top of the food will be centered in the oven. Always leave at least 1½ to 2 inches (4-5 cm) between the sides of the pan and the oven walls and other pans. For more information, see the Cooking Guide.

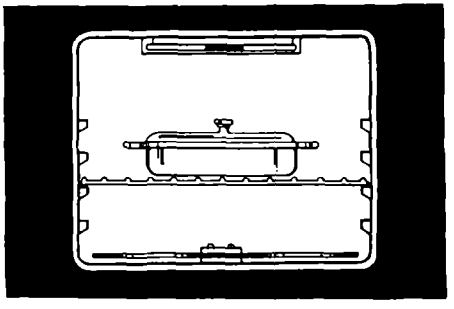
**1.** Position the rack(s) properly **before** turning on the oven. **To change rack position,** lift rack at front and pull out.




**2.** Set the Oven Selector to BAKE.

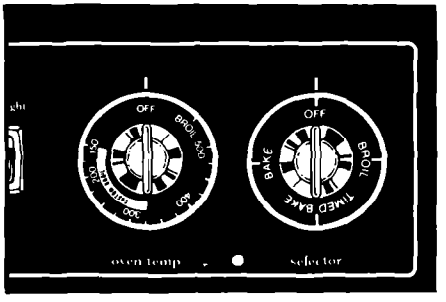



**3.** Set the Oven Temperature Control to the baking temperature you want. The Oven Indicator Light will come on. The oven is preheated when the Oven Indicator Light first goes off.



**4.** Put food in the oven. During baking, the elements will turn on and off to keep the oven temperature at the setting. The Oven Indicator Light will turn on and off with the elements.

**The top element helps heat during baking, but does not turn red.**

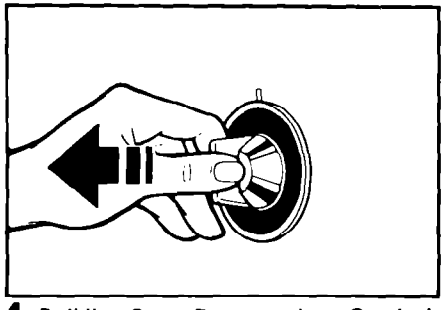



**5.** When baking is done, turn **both** the Oven Selector and Oven Temperature Control to OFF.

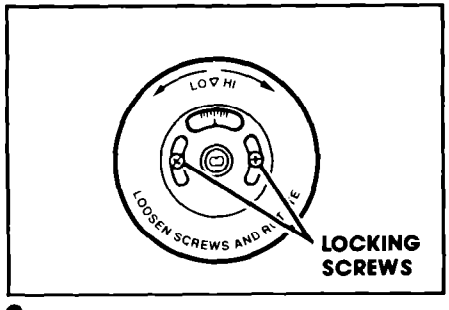
## Adjusting the Oven Temperature Control

Does your oven seem hotter or colder than your old oven? The temperature of your old oven may have shifted gradually without your noticing the change. Your new oven is properly adjusted to provide accurate temperatures. But when compared to your old oven, the new design may give you different results.

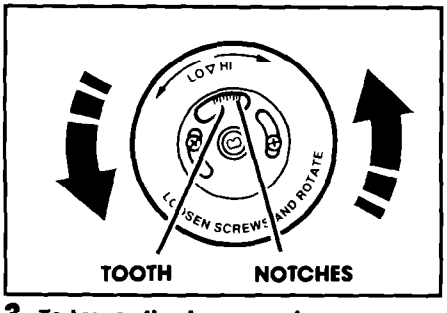
If after using the oven for a period of time, you are not satisfied with the temperature settings, they can be adjusted by following these steps:



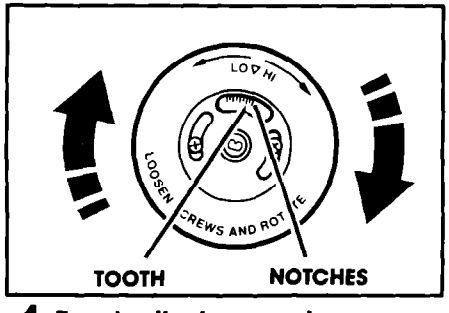
**1.** Pull the Oven Temperature Control Knob straight off.




**2.** Loosen the locking screws inside the control knob. **Note the position of the notches.**



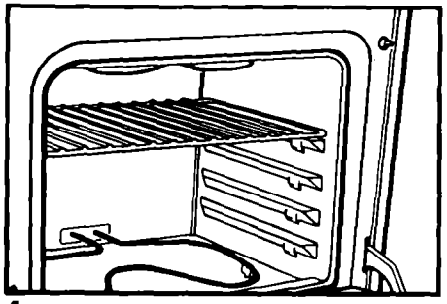

**3.** **To lower the temperature,** move the tooth a notch closer to LO. Each notch equals about 10°F (5°C).



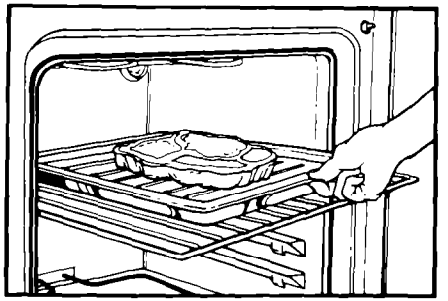

**4.** **To raise the temperature,** move the tooth a notch closer to HI. Each notch equals about 10°F (5°C).

**Tighten the locking screws and replace the control knob.**

## Broiling

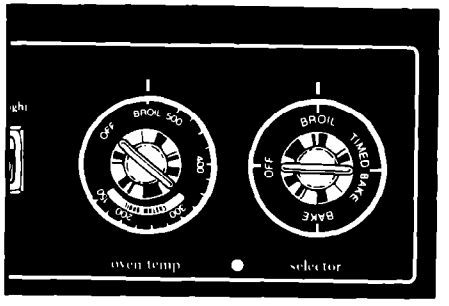


**1.** Position the rack before turning the oven on. See "Broil Chart" in the Cooking Guide or a reliable cookbook for recommended rack positions.



**2.** Put the broiler pan and food on the rack.

**3.** Close the door to the Broil Stop position (open about 4 inches, 10.2 cm). The door will stay open by itself.




**4.** Set the Oven Selector and Oven Temperature Control to BROIL.

**5.** When broiling is done, turn **both** the Oven Selector and Oven Temperature Control to OFF.

## Custom Broil

- If food is cooking too fast, turn the Oven Temperature Control **counterclockwise** until the Oven Indicator Light goes off.
- If you want the food to broil slower from the start, set the Oven Temperature Control between 150° and 325°F (65.5° and 162.7°C). The lower the temperature, the slower the cooking.

**The Oven Selector must be on BROIL for all broiling temperatures.**

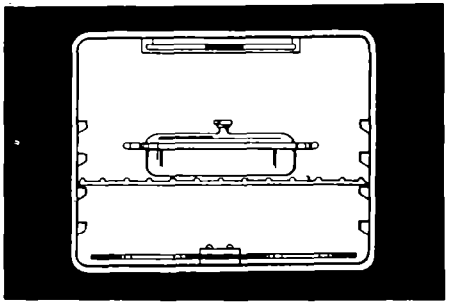
**NOTE: The door must be partly open whenever the oven is set to BROIL. Leaving the door open allows the oven to maintain proper temperatures.**

# Using The Automatic MEALTIMER™ Clock

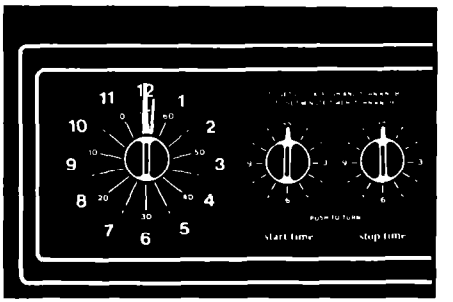
The automatic MEALTIMER™ Clock is designed to turn the oven on and off at times you set, even when you are not around.

Automatic baking is ideal for foods which do not require a preheated oven, such as meats and casseroles. **Do not use the automatic cycle for cakes, cookies, etc...undercooking will result.**

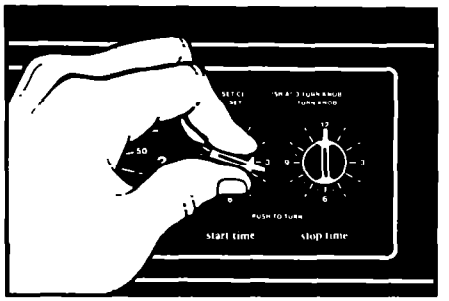
**To delay start and stop automatically:**



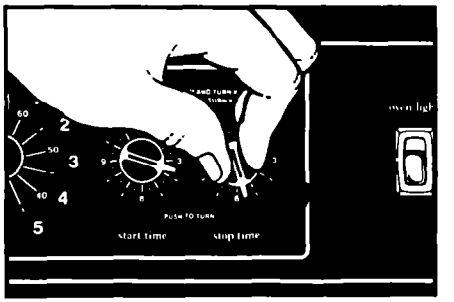
**1.** Position the oven rack(s) properly and place the food in the oven.



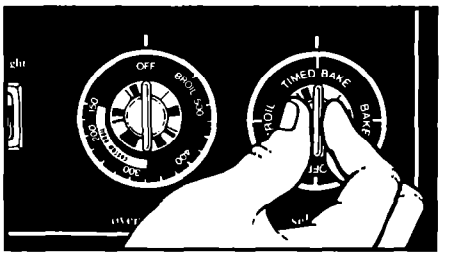

**2. Make sure the clock is set to the right time of day.**



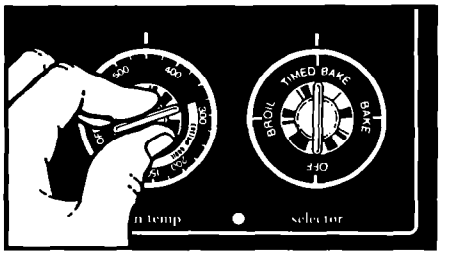

**3.** Push in and turn the Start Time Knob **clockwise** to the time you want baking to start.




**4.** Push in and turn the Stop Time Knob **clockwise** to the time you want the oven to shut off.




**5.** Set the Oven Selector on TIMED BAKE.




**6.** Set the Oven Temperature Control on the baking temperature you want. The oven will now start and stop automatically.

**7. After baking is done or to stop the oven before preset time,** turn both the Oven Selector and the Oven Temperature Control to OFF.

**To start baking now and stop automatically:**

1. Position rack(s) properly and place food in the oven.
2. **Make sure the clock is set to the right time of day.**
3. Push in and turn the Stop Time Knob **clockwise** to the time you want the oven to shut off. Make sure the Start Time Knob is out.
4. Set the Oven Selector to TIMED BAKE.
5. Set the Oven Temperature Control to the baking temperature you want.
6. **After baking is done or to stop the oven before the preset time,** turn both the Oven Selector and the Oven Temperature Control to OFF.

**⚠WARNING**

**To avoid sickness and food waste when using the MEALTIMER™ control:**

- **Do not use foods that will spoil while waiting for cooking to start, such as dishes with milk or eggs, cream soups, and cooked meats or fish. Any food that has to wait for cooking to start should be very cold or frozen before it is put in the oven. MOST UNFROZEN FOODS SHOULD NEVER STAND MORE THAN TWO HOURS BEFORE COOKING STARTS.**
- **Do not use foods containing baking powder or yeast when using delay start. They will not rise properly.**
- **Do not allow food to remain in oven for more than two hours after end of cooking cycle.**

## The Oven Vent

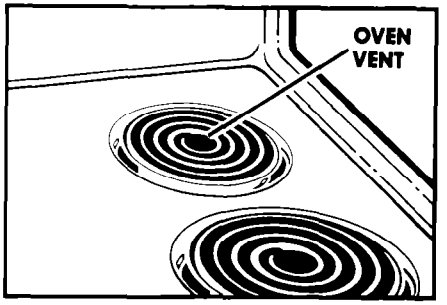
Hot air and moisture escape from the oven through a vent under the right rear surface unit. You can cook on the unit, or keep food warm on it while the oven is on.

**⚠WARNING**

**Burn Hazard**

**If you leave a utensil on the right rear surface unit, use potholders when moving it. Pan handles can become hot enough to burn.**

**Plastic utensils left over the vent can melt.**



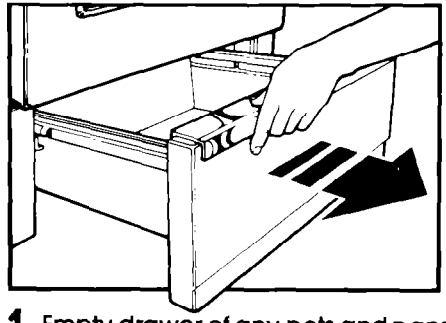

The vent is needed for air circulation. **Do not block the vent.** Poor baking can result.

# The Storage Drawer

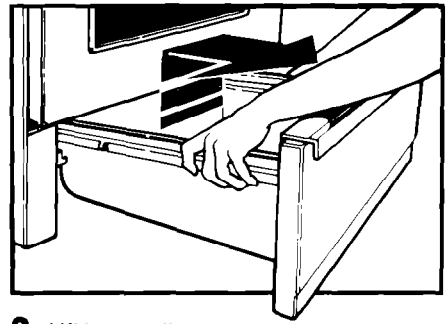
The storage drawer is for storing pots and pans. The drawer can be removed to make it easier to clean under the range, and to check for installation of the anti-tip bracket.

**Use care when handling the drawer.**

## Removing the storage drawer

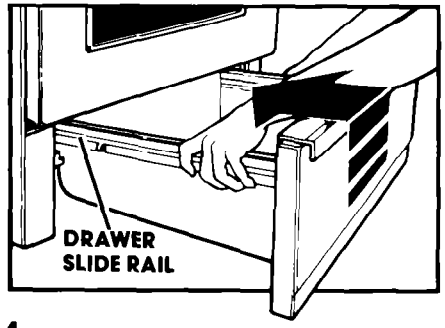


**1.** Empty drawer of any pots and pans before removing drawer. Pull drawer straight out to the first stop. Lift front and pull out to the second stop.

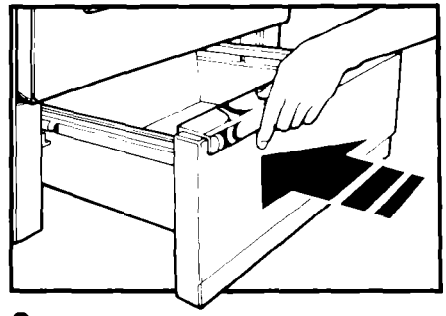


**2.** Lift back slightly and slide drawer all the way out.

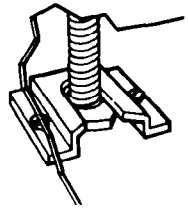
## Replacing the storage drawer




**1.** Fit ends of drawer slide rails into the drawer guides on both sides of opening.



**2.** Lift drawer front and push in until metal stops on drawer slide rails clear white stops on drawer guides. Lift drawer front again to clear second stop and slide drawer closed.

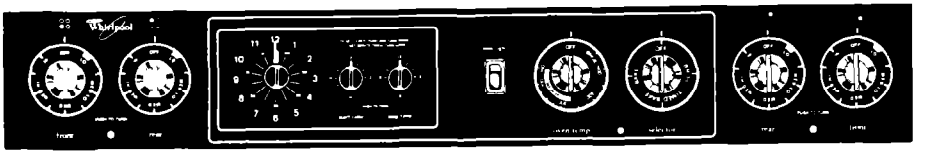


**To verify the anti-tip bracket is engaged:**

- Remove the storage drawer.
- Look to see if the anti-tip bracket is attached to floor with screws.
- Make sure one rear leveling leg is positioned under the anti-tip bracket.
- See Installation Instructions for further details.

# Caring for your range

## Control Panel and Knobs



**⚠WARNING**

**Burn and Electrical Shock Hazard**

**Make sure all controls are OFF and the range is cool before cleaning. Failure to do so can result in burns or electrical shock.**

1. Turn control knobs to the OFF position.
2. Pull control knobs straight off.
3. Use warm soapy water or spray glass cleaner, and a soft cloth, to wipe the control panel. Rinse and wipe dry.
4. Wash control knobs in warm soapy water. Rinse well and dry. Do not soak.
5. Replace control knobs by pushing them firmly into place.

**NOTE:** When cleaning, never use steel wool, abrasives, or commercial oven cleaners which may damage the finish. After cleaning, make sure all control knobs point to the OFF position.

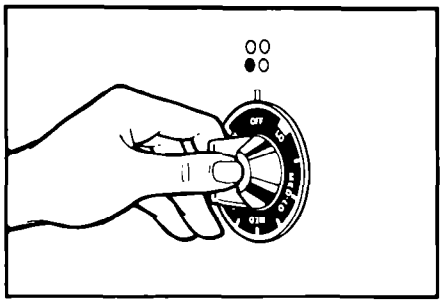
# Surface Units and Reflector Bowls

## Removing

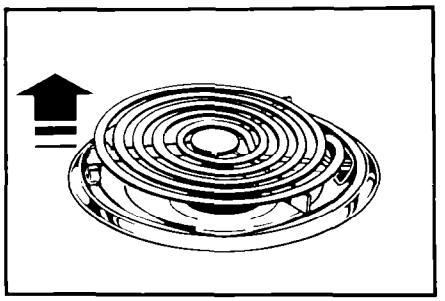
**⚠WARNING**

**Burn and Electrical Shock Hazard**

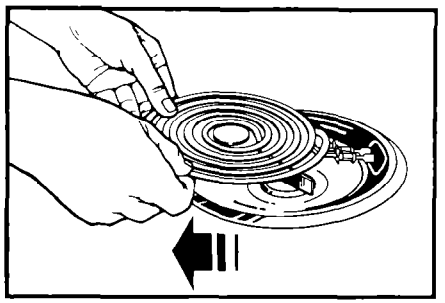
**Make sure all surface units are OFF before removing surface units and reflector bowls. Failure to do so can result in burns or electrical shock.**



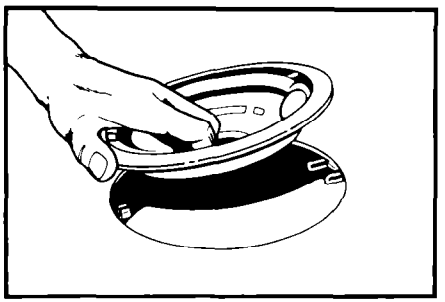
**1.** Turn off all surface units.



**2.** Lift the edge of the unit, opposite the receptacle, just enough to clear the element hold down clip and the reflector bowl.



**3.** Pull the surface unit straight away from the receptacle.



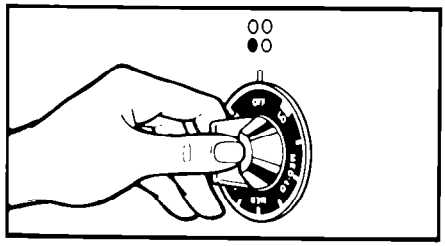
**4.** Lift out the reflector bowl. See "Cleaning Chart" on page 20 for cleaning instructions.

## Replacing

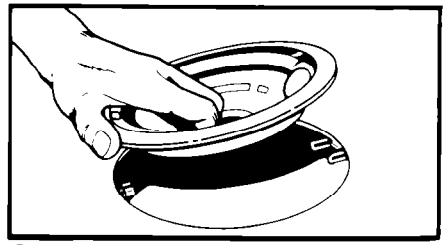
**⚠WARNING**

**Burn, Electrical Shock and Fire Hazard**

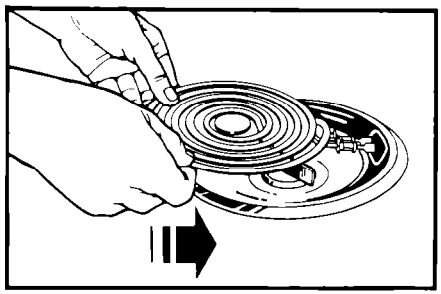
- **Make sure all surface units are OFF before replacing surface units and reflector bowls. Failure to do so can result in burns or electrical shock.**
- **Do not line the reflector bowls with foil. Fire or electrical shock could result.**



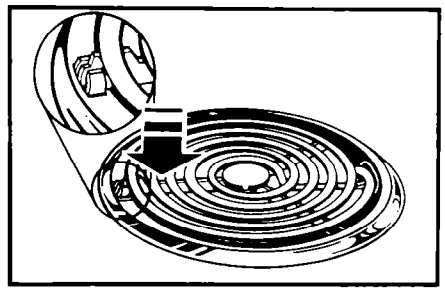
**1.** Turn off all surface units.



**2.** Line up openings in the reflector bowl with the surface unit receptacle and the element hold down clip.



**3.** Hold the surface unit as level as possible with the terminal just started into the receptacle. Push the surface unit terminal into the receptacle.



**4.** When terminal is pushed into the receptacle as far as it will go, push down the edge of the surface unit opposite the receptacle. The element hold down clip will keep the surface unit from moving around.

**NOTE: Reflector bowls reflect heat back to the utensils on the surface units. They also help catch spills. When they are kept clean, they reflect heat better and look new longer.**

**If a reflector bowl gets discolored, some of the utensils may not be flat enough, or some may be too large for the surface unit. In either case, some of the heat that's meant to go into or around a utensil goes down and heats the reflector bowl. This extra heat can discolor it. See Cooking Guide for further information.**

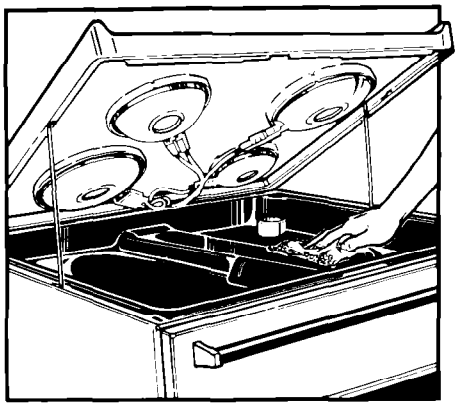
## Lift-Up Cooktop

1. Lift front of cooktop at both front corners until the support rods lock into place.

**⚠WARNING**

**Personal Injury and Product Damage Hazard**

- **Be sure both support rods are fully extended and in the locked position. Failure to do so could result in personal injury from the cooktop accidentally falling.**
- **Do not drop the cooktop. Damage can result to the porcelain and the cooktop frame.**



2. Wipe with warm, soapy water. Use a soapy steel wool pad on heavily-soiled areas.
3. **To lower the cooktop,** lift cooktop from both sides while pressing the support rods back to unlock them. Lower the cooktop into place.

## The Oven Door

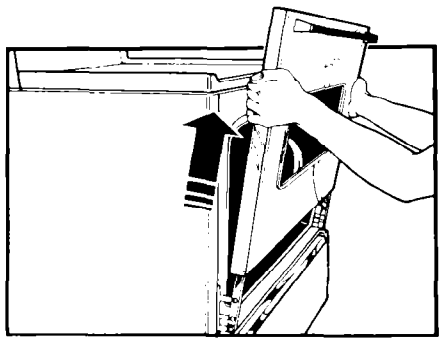
Removing the oven door will help make it easier to clean the oven.

**⚠WARNING**

**Burn and Electrical Shock Hazard**
**Make sure all controls are OFF and the oven is cool before removing oven door. Failure to do so can result in burns or electrical shock.**

1. Open the door to the first stop position.
2. Hold the door at both sides and lift **it at the same angle it is in.**
3. ***To replace,*** *fit the bottom corners* of the door over the ends of the hinges.

   Push the door down evenly. The door will close only when it is on the hinges correctly.



## The Oven Window

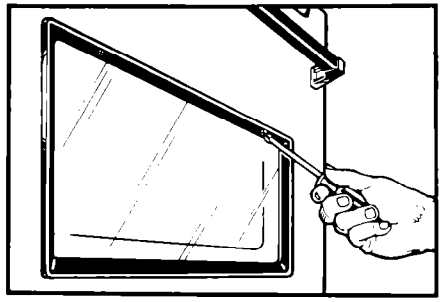
Your range has an oven window that can be removed for cleaning.

### To remove the outer window:

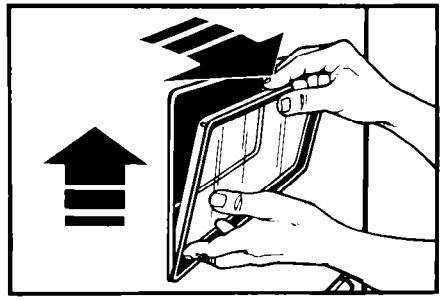
**⚠WARNING**

**Burn and Electrical Shock Hazard**

**Make sure all controls are OFF and the oven is cool before removing the outer window. Failure to do so can result in burns or electrical shock.**

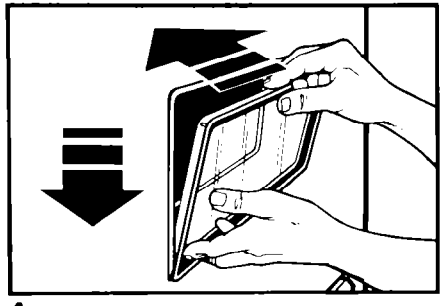


1. Turn off all controls. With the door closed, remove the screws from the top of the outer window frame.

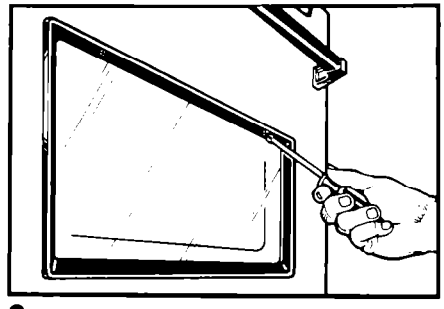


2. Slightly tip the window and frame out from the top.
3. With both hands, lift up on both sides of the frame.

### To replace the outer window:



1. Fit the bottom tabs of the frame into the bottom of the window opening.
2. Push the top of the frame into place while pushing down.



3. Replace the screws.

## Standard Oven Cleaning

The Standard Oven has to be hand cleaned. Use warm soapy water, soapy steel wool pads or a commercial oven cleaner. See "Cleaning Chart" on page 20 for further instructions.

**⚠CAUTION**

**Do not allow commercial oven cleaner to contact the heating elements, thermostat, oven seal or exterior surfaces of the oven. Damage will occur.**

## Using Foil

To catch sugar or starch spills from pies and casseroles, use a piece of heavy-duty aluminum foil or a shallow pan on the lower rack, slightly larger than the cooking container.

**NOTE: Do not use foil or foil liner to cover the oven floor. Poor baking results could occur.**

# Cleaning Chart

| PART | WHAT TO USE | HOW TO CLEAN |
|---|---|---|
| **Exterior surfaces** | Warm soapy water and a soft cloth.<br>Non-abrasive plastic scrubbing pad for heavily-soiled areas. | • Wipe off regularly when range is cool.<br>• **Do not allow food containing acids (such as vinegar, tomato, lemon juice or milk) to remain on surface. Acids may remove the glossy finish.**<br>• **Do not use abrasive or harsh cleansers.** |
| **Surface units** | No cleaning required. | • Spatters or spills will burn off.<br>• **Do not immerse in water.** |
| **Chrome reflector bowls** | Warm soapy water and a non-abrasive plastic scrubbing pad. | • Wash, rinse and dry well.<br>• Clean frequently.<br>• **Do not use abrasive or harsh cleansers.** |
| **Control knobs** | Warm soapy water and a soft cloth. | • Wash, rinse and dry well.<br>• **Do not soak.** |
| **Control panel** | Warm soapy water or spray glass cleaner and a soft cloth. | • Wash, rinse and dry well.<br>• Follow directions provided with the cleaner. |
| **Broiler pan and grid** | Warm soapy water or a soapy steel wool pad. | • **Clean after each use.**<br>• Wash, rinse and dry well. |
| **Oven racks** | Warm soapy water or soapy steel wool pads. | • Wash, rise and dry. Use soapy steel wool pads for heavily-soiled areas. |
| **Oven door glass** | Spray glass cleaner or warm soapy water and a non-abrasive plastic scrubbing pad. | • **Make sure oven is cool.**<br>• Follow directions provided with the cleaner.<br>• Wash, rinse and dry well. |

| PART | WHAT TO USE | HOW TO CLEAN |
|---|---|---|
| **Standard oven** | Warm, soapy water or soapy steel wool pads.<br>**OR**<br>Commercial oven cleaners. | • Remove door for easier access.<br>• Clean heavily-soiled areas or stains. Rinse well with water.<br>• Remove door for easier access.<br>• Place newspaper on floor to protect floor surface.<br>• Follow directions provided with the oven cleaner.<br>• Rinse well with clear water.<br>• Use in well-ventilated room.<br>• **Do not allow commercial oven cleaners to contact the heating elements, oven seal, thermostat or exterior surfaces of the range. Damage will occur.** |
| | Heavy-duty aluminum foil or shallow pan. | • Place piece of foil or shallow pan, slightly larger than the cooking container, on lower rack to catch spill-overs. |

# The Oven Light

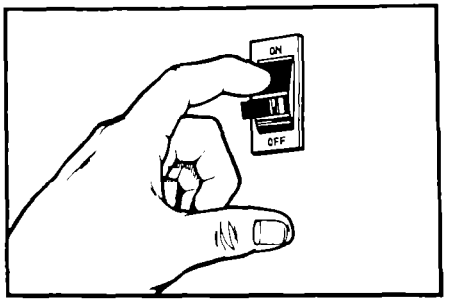
The oven light will come on when you open the oven door. To turn the light on when the oven door is closed, push the Oven Light Switch on the control panel. Push it again to turn off the light.

**To Replace:**

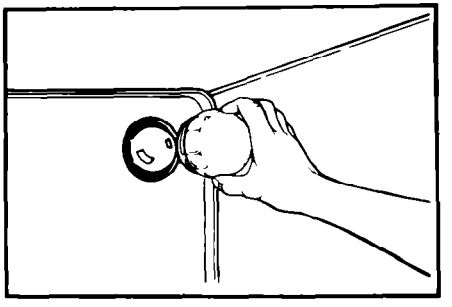
**⚠WARNING**

**Electrical Shock and Personal Injury Hazard**

- **Make sure oven and light bulb are cool and power to the range has been turned OFF before replacing the light bulb. Failure to do so could result in electrical shock or burns.**
- **The bulb cover must be in place when using the oven. The cover protects the bulb from breaking, and from high oven temperatures. Since bulb cover is made of glass, be careful not to drop it. Broken glass could cause injury.**

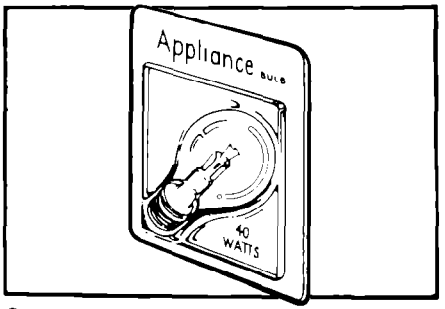



**1.** Unplug appliance or disconnect at the main power supply.

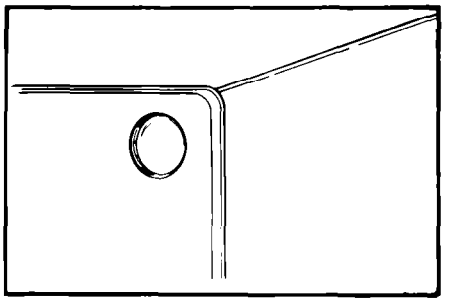


**2.** Remove the glass bulb cover in the back of the oven by screwing it out counterclockwise.

**continued on next page**




**3.** Remove the light bulb from its socket. Replace the bulb with a 40-watt appliance bulb.



**4.** Replace the bulb cover by screwing it in clockwise. Plug in appliance or reconnect at the main power supply.

# If you need service or assistance, we suggest you follow these steps:

## 1. Before calling for assistance...

Performance problems often result from little things you can find and fix without tools of any kind.

**If nothing operates:**

- Is the power supply cord plugged into a live circuit with the proper voltage? (See Installation Instructions.)
- Have you checked your home's main fuses or circuit breaker box?

**If the oven will not operate:**

- Is the Oven Selector turned to BAKE or BROIL? If Oven Selector is turned to TIMED BAKE, wait until start time is reached.
- Is the Oven Temperature Control turned to a temperature setting?
- Is the automatic MEALTIMER™ Clock set correctly?

**If surface units will not operate:**

- Have you checked your home's main fuses or circuit breaker box?
- Are surface units plugged in all the way?
- Do the control knobs turn?

**If surface unit control knob(s) will not turn:**

- Did you push in before trying to turn?

**If cooking results aren't what you expected:**

- Is the range level?
- Does the oven temperature seem too low or too high? See page 10.
- If needed, have you preheated the oven as the recipe calls for?
- Are you following a tested recipe from a reliable source?
- Are you using pans recommended in the Cooking Guide?
- If baking, have you allowed 1½ to 2 inches (4-5 cm) on all sides of the pans for air circulation?
- Are the pans the size called for in the recipe?
- Do the cooking utensils have smooth, flat bottoms and fit the surface elements being used?

See the Cooking Guide for more information on cooking problems and how to solve them.

## 2. If you need assistance*...

**Call Whirlpool COOL-LINE® service assistance telephone number. Dial free from anywhere in the U.S.:**

**1-800-253-1301**

and talk with one of our trained consultants. The consultant can instruct you in how to obtain satisfactory operation from your appliance or, if service is necessary, recommend a qualified service company in your area.

If you prefer, write to:

Mr. Donald Skinner
Director of Consumer Relations
Whirlpool Corporation
2000 M-63
Benton Harbor, MI 49022

Please include a daytime phone number in your correspondence.

## 3. If you need service*...

Whirlpool SERVICE℠

Whirlpool has a nationwide network of authorized Whirlpool℠ service companies. Whirlpool service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in the United States. To locate the authorized Whirlpool service company in your area, call our COOL-LINE® service assistance telephone number (see Step 2) or look in your telephone directory Yellow Pages under:

APPLIANCES – HOUSEHOLD – MAJOR – SERVICE & REPAIR
ELECTRICAL APPLIANCES – MAJOR – REPAIRING & PARTS
OR
WASHING MACHINES, DRYERS & IRONERS – SERVICING
WHIRLPOOL APPLIANCES
AUTHORIZED WHIRLPOOL SERVICE

*SERVICE COMPANIES*
XYZ SERVICE CO
123 MAPLE . . . . . 999-9999

## 4. If you need FSP® replacement parts*...

FSP is a registered trademark of Whirlpool Corporation for quality parts. Look for this symbol of quality whenever you need a replacement part for your Whirlpool appliance. FSP replacement parts will fit right and work right, because they are made to the same exacting specifications used to build every new Whirlpool appliance.

To locate FSP replacement parts in your area, refer to Step 3 above or call the Whirlpool COOL-LINE service assistance number in Step 2.

## 5. If you are not satisfied with how the problem was solved*...

- Contact the Major Appliance Consumer Action Panel (MACAP). MACAP is a group of independent consumer experts that voices consumer views at the highest levels of the major appliance industry.
- Contact MACAP only when the dealer, authorized servicer or Whirlpool have failed to resolve your problem.

  Major Appliance Consumer Action Panel
  20 North Wacker Drive
  Chicago, IL 60606
- MACAP will in turn inform us of your action.

*When requesting assistance, please provide: model number, serial number, date of purchase, and a complete description of the problem. This information is needed in order to better respond to your request.

# WHIRLPOOL® RANGE PRODUCT
# WARRANTY

**ER001**

| LENGTH OF WARRANTY | WHIRLPOOL WILL PAY FOR |
|---|---|
| **FULL ONE-YEAR WARRANTY**<br>From Date of Purchase | FSP® replacement parts and repair labor to correct defects in materials or workmanship. Service must be provided by an authorized Whirlpool℠ service company. |

**WHIRLPOOL WILL NOT PAY FOR**

**A.** Service calls to:
1. Correct the installation of the range product.
2. Instruct you how to use the range product.
3. Replace house fuses or correct house wiring or plumbing.
4. Replace owner accessible light bulbs.

**B.** Repairs when range product is used in other than normal, single-family household use.

**C.** Pick up and delivery. This product is designed to be repaired in the home.

**D.** Damage to range product caused by accident, misuse, fire, flood, acts of God or use of products not approved by Whirlpool.

WHIRLPOOL CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages so this limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Outside the United States, a different warranty may apply. For details, please contact your franchised Whirlpool distributor or military exchange.

If you need service, first see the "Service and Assistance" section of this book. After checking "Service and Assistance," additional help can be found by calling our COOL-LINE® service assistance telephone number, **1-800-253-1301**, from anywhere in the U.S.

Whirlpool

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:e Makers, Dishwashers, Built-In Ovens and Surface Units, Ranges, Microwave Ovens, Trash Compactors, Room Air Conditioners, Dehumidifiers, Automatic W